

NORTH CAROLINA DEPARTMENT OF TRANSPORTATION POLICIES AND PROCEDURES FOR MOBILE COMMUNICATION DEVICES

I. Overall Policy Statement:

Mobile communication devices are important for North Carolina Department of Transportation employees operating away from their office. These technologies allow employees to be immediately accessible in order to help make decisions or communicate information. They also provide the ability to communicate in the event of an emergency.

The Department of Transportation wants to make certain that possible operational enhancements are realized by taking full advantage of the business market trends regarding mobile communication devices. It is the purpose of these Policies and Procedures to ensure that assignment, usage, and reimbursement for mobile communications devices is essential, prudent, and cost effective.

This policy applies to state employees only. Non-state employees are not eligible for state-issued mobile communication devices or reimbursement for an employee-owned device.

II. Managerial Responsibilities:

- A. Managers/Supervisors are responsible for using the attached approval form to initiate all requests for state-issued mobile communication devices or reimbursement for an employee-owned device.
- B. Managers/Supervisors shall consider the following factors when completing the justification section of the approval request:
 - 1. Travel (amount of time out of the office on a weekly basis)
 - 2. Type of communications
 - 3. Number of communications on a weekly basis
 - 4. Need to be available on emergency or "call back" status
 - 5. Need to be available for decision making
 - 6. Coordination between work sites
 - 7. Lack of availability of land lines
 - 8. Possible need to communicate in the event of an emergency
- C. Managers/Supervisors should consider "shared" state-issued mobile communication devices for their unit/division in an effort to reduce costs.
- D. Managers/Supervisors must sign and submit approval requests to Division/Unit Head for their signature and approval.
- E. After Division/Unit Head signs, the Managers/Supervisors are responsible for promptly sending a copy of the completed approval requests to the Fiscal Section.

- F. Managers/Supervisors are responsible for ensuring that personal calls on reimbursed employee-owned devices are kept to a minimum during official working hours.
- G. Managers/Supervisors have the option of revoking approval for a state-issued mobile communication device or reimbursement for an employee-owned device. Managers/Supervisors shall contact the Commercial Accounts Branch of the Fiscal Section in writing in order to revoke approval for a state-issued mobile communication device or reimbursement for an employee-owned device.
- H. Managers/Supervisors are required to keep an up-to-date list of all state-issued mobile communication devices and reimbursement for employee-owned devices. This list must be made available to their replacement should they leave the unit. In addition, this list must be made available to their Director, their Division/Unit Head and the Chief Financial Officer/Fiscal Section.
- I. Managers/Supervisors must ensure that employees no longer with their unit have relinquished their state-issued mobile communication devices or are no longer receiving reimbursement.
- J. Managers/Supervisors will review state-issued mobile communication device bills on a monthly basis.
- K. Managers/Supervisors are required to maintain a current listing of assigned state-issued mobile communication devices and reimbursement for employee-owned devices and will submit updated reports to the Chief Financial Officer/Fiscal Section and the Director of the business unit upon request.

III. Employee Responsibilities:

- A. It is the responsibility of each employee utilizing a state-issued mobile communication device or receiving reimbursement for an employee-owned device to ensure that misuse or fraudulent activity is not occurring.
- B. No personal communications are allowed on state-issued mobile communication devices.
- C. Personal calls on reimbursed employee-owned devices must be kept to a minimum during official working hours.
- D. Employee must relinquish state-issued mobile communication device or stop their reimbursement for employee-owned devices when an employee is no longer assigned to that unit.
- E. If employee transfers to a different unit, then the employee must resubmit an approval request through the new unit.
- F. Employee shall take precautions to safeguard state-issued mobile communication devices against damage or loss. If a mobile communication device is damaged or

lost, the manager/supervisor will investigate the circumstances and take appropriate disciplinary action if warranted.

- G. Safety concerns must be considered by the employee using a mobile communication device while traveling. NCDOT does not condone the use of mobile communication devices while driving.
- H. Units using shared state-issued mobile communication devices are responsible for managing and monitoring staff usage.
- I. Every shared user must read the responsibility agreement and sign the Request for Mobile Communication Device Approval.
- J. Employee must not request reimbursement for an employee owned mobile communication device allowance if they have been assigned a state mobile communication device

IV. Chief Financial Officer/Fiscal Section Responsibilities:

- A. The Chief Financial Officer/Fiscal Section will keep a central database of all mobile communication device users and the corresponding phone numbers. This includes both state-issued mobile communication device and those receiving reimbursement for an employee-owned device
- B. Fiscal Section will maintain a department-wide file of signed approval forms.
- C. Fiscal Section will not authorize reimbursement for an employee-owned device without a signed approval form on file.
- D. Fiscal Section will review state-issued mobile communication device bills on a monthly basis.
- E. Fiscal Section will report concerns or cost trends to Directors and Divisions/Unit Heads.
- F. Fiscal Section will provide billing/cost/usage reports to the Secretary of Transportation and to the Chief Operating Officer on request.

V. Disciplinary Action:

- A. Any NCDOT employee or manager/supervisor who is not in compliance with NCDOT's Policies and Procedures for MCDs may be subject to disciplinary action.
- B. Any misuse or fraudulent activity involving state-issued mobile communication devices or reimbursement for an employee-owned device may result in disciplinary action up to and including dismissal.